



# Counseling Methods



# THREE-STEP COMMUNICATION PROCESS



The sender transmits a message



The listener decodes the message

The sender ensures the receiver



understands correctly



# Barriers to Effective Communication

- Lack of common core experience
- Overuse of abstractions (slang, acronyms)
- Fear
- Environmental factors



# Elements of effective

## communication

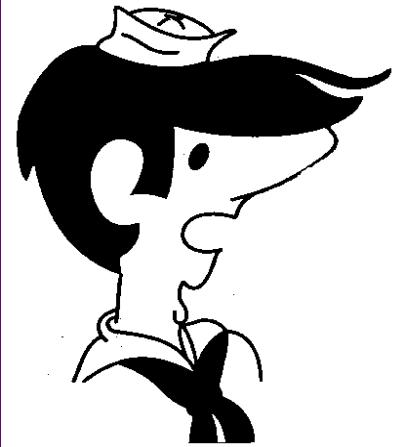
Voice

Gestur  
es

# VEGA

Eye  
contact

Attitud  
e





# Active listening

- The hardest aspect of listening is that it takes time.
- Ensure you remain neutral during the session.
- Empathy is the key.



# Tricks to keep the

- Don't pre-load your guns.  
Uncover / discover the facts
- Maintain eye contact and watch  
body language
- Seek reinforcement while  
speaking



# Procedures for preparing a counseling session

- Office space
- Self (Do your research)
- Scheduling



# Four Phase Counseling Model

- **Opening** - Establish rapport by greeting the member and introduce yourself.
- **Probing** - Gather facts from the member regarding goals and interests
- **Evaluation** - Review the responses and ensure a mutual understanding exists
- **Closing** - decision was reached, member fully understands and is satisfied



# Required Interviews

All previously required interviews were replaced by Career Development Boards

**EXCEPT**



# Required Interviews

- Pre-retirement / separation interview
- Counsel the Sailor no later than 180 days prior to transferring to the Fleet Reserve or Retirement.
- Active duty complete DD 2648



# TAP CLASS

- Ensure member is afforded the opportunity to attend TAP
- Separation 12 months
- Fleet Reserve/Retirement 24 months



# Importance of follow-up after a counseling

## session

- Increases efficiency by renewing member's interest in their goal(s)
- Ensure member is on track: not experiencing problems or barriers to reaching goal
- Increases counselor's credibility



# Any Questions on

# Counseling Methods

